

TECHNOLOGY CATEGORIES OF COURTS IN ARIZONA BY SOFTWARE APPLICATION

“FISH”	“AMPHIBIAN”	“FOWL”
Operate solely on state funded, developed, installed, and maintained automation systems in ACJA 1-501(B). Example: ACAP model courts with no local development	Courts that add local automation beyond the base product supplied by AOC and perform local support for various items listed in ACJA 1-501(B). Examples: Scottsdale Muni, rural superior courts performing local IT development	Courts operating their own instances of CMS, EDMS, and local applications in ACJA 1-501(B) exclusive of the AOC. Examples: Maricopa Superior, Pima Superior, Phoenix Muni, Tucson Muni, Prescott Consolidated, Mesa Muni
Have SLAs for support details	May have certain SLAs with AOC	No SLAs with AOC
On AJIN	May or may not be on AJIN	Not on AJIN
Always use state-designated releases of automation products	May or may not use state-designated releases of automation products	Select own release levels for products they maintain.
AOC manages participation in statewide initiatives listed in ACJA 1-501(C)(2) using state funding	Local resources responsible to supply information for statewide initiatives listed in ACJA 1-501(C)(2) with no expectation of state funding to do so.	Local resources responsible to supply information for statewide initiatives listed in ACJA 1-501(C)(2) with no expectation of state funding to do so.
AOC develops and tests interfaces among state-standard systems	Local resources responsible for interfaces among local non-standard and state-standard systems	Locals handle interfaces among systems
Every other year strategic planning with help from AOC	Annual strategic planning requirement for courts in Maricopa and Pima counties	Annual strategic planning requirement for courts in Maricopa and Pima counties.
PCs and software refreshed on state timetable using state funding	PCs and software refreshed on local timetable using local funding	PCs and software refreshed on local timetable using local funding.
DTM used to populate CDR	Option of DTM to populate CDR or local webservice to fulfill requests from CCI	Local webservice to fulfill requests from CCI with no state funding apart from volume-based e-access contributions
AOC supports all base functionality short of local development	Declare local “plug-ins” to state systems, get userID or risk shutdown of access	Need to prove issue is really AOC’s when an application breaks
Pay ACAP subscription fees	Typically pay ACAP subscription fees	Typically don’t pay ACAP subscription fees

DIVISION OF RESPONSIBILITIES

Category: “FISH”

AOC	Local Court
Provide full infrastructure, network, development, implementation of statewide software applications	Help with subject area testing on upgrades to statewide systems
Sustain day-to-day operability of statewide applications used by courts	Manage specific configuration items unique to court
Perform testing on upgrades to statewide applications	Submit change requests to the AOC
Refresh courts’ computing hardware at prescribed intervals	Submit access authorizations to AOC
Protect application data and ensure appropriate system access	Inform AOC of terminated employees to remove access/userIDs
Manage specific AJACS configuration items common to courts	Manage local OnBase environment, if one exists
Review change requests to determine if request should be implemented in all courts, or if it should be a configurable feature that can be turned off or on per court	Register local bolt-on applications with AOC
Operate CCI and CDR infrastructure to receive input from court	Pay ACAP-related subscription costs
Manage shared EDMS infrastructure (e.g., disconnected scanning)	

Category: “FOWL”

AOC	Local Court
Supply UserIDs for registered plug-ins	Sustain day-to-day operability of locally installed applications, including CMS and EDMS
Communicate statewide standards and policies	System backups, plans, and strategies – business continuity
Operate CCI and CDR infrastructure to receive input from court	Budget, resources, and processes for maintaining and supporting applications
	Comply with AJIN Security Manual requirements
	Comply with ACJA §1-501 requirement to participate in statewide initiatives, especially data warehouse, CCI, and CDR

Category: “AMPHIBEAN”

AOC	Local Court
Provide initial assistance and training on set up of statewide automation used	Declare any local “plug-ins” to state systems
Address documented defects discovered in statewide applications	Refresh computing hardware at locally prescribed intervals, if non-ACAP
Handle all master code modifications to statewide tables	Comply with ACJA 1-501 requirement to participate in statewide initiatives
Review change requests to determine if request should be implemented in all courts, or if it should be a configurable feature that can be turned off or on per court	Install, maintain, perform primary support for AJACS & integration interfaces on local hardware
Operate master ROAM server and populate indexes	When AJACS is local, meet all reqts in AJACS self-support specifications document
Operate CCI and CDR infrastructure to receive input from court	Develop plans, and strategies for business continuity. Manage full and

AOC	Local Court
	incremental backups of local AJACS and all other local applications operating in production
Assist with emergency situations (priority support not guaranteed)	Operate local Test/UAT environment for applications
	Operate local DEV environment to facilitate integration of local, court-specific applications with AJACS – integration requires IBM MQ Series client, at a minimum
	Manage configuration settings for locally installed AJACS, not master codes
	Remain on the same version of AJACS as the state-supported courts use
	Submit change requests to the AOC for analysis and inclusion in later statewide builds
	Handle all local code modifications in tables